



January 12, 2023

Dear Customer,

If you have been following the news, then you may be aware that this winter's natural gas bills are increasing. Alpine's cost to purchase gas, like all utilities, is subject to market forces.

An unprecedented cold snap across the Nation in late December caused natural gas market prices in the West to quadruple between December and January. The monthly January Index is by far the highest level in history, due to factors not completely understood and outside of our control. PG&E and SoCal Gas have publicized this issue. Unfortunately, there was no forewarning or much of a way for gas utilities to avoid this crisis.

As a result, Alpine's customers can expect that a typical January bill will likely be more than double the typical January bill from last year, assuming the same amount of natural gas is used. While January and February will be drastically higher, it is anticipated that going forward the prices will decrease, however, prices will remain higher than last year.

Alpine believes it is important to communicate this extreme pricing incident. Please understand, Alpine does take steps to guard against spikes like the one affecting this winter's bills, but this extreme spike was unexpected. Some of the ways to help with your monthly Alpine gas bills include conservation, payment plans, and enrolling in the California Alternate Rates for Energy ("CARE") program, which offers a 20% bill discount for eligible customers. To understand what options may be available to you, please contact Alpine via phone or email.

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Sincerely,

Alpine Natural Gas